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CPSC FORM NO. 182 (Revised 10/85)

15

THROUGH 5/31/94 OMB NO. 3041-0029

Line #24, Narrative

Pre- Accident: I spoke with the husband on 4-28-92 and the wife on 4-7-92, on separate occasions. Their accounts are basically the same. At the time of its overheating, the toaster oven had only been used for a two week period as it had just been purchased new. They had two weeks of experience operating this toaster over without any problem noted. They had looked over the instruction manual which is attached to this report. The of the short period of use the unit not been cleaned. They reported there was no build-up or crumb or grease. The unit was located sitting on the kitchen counter about 12 inches from the refrigerator. There is a under the counter mount for this unit, which fortunately had not been installed. No extension cord was used. A radio may have been plugged into the other half of the outlet. There were no children involved in this incident, only two well rested adults. Prior to the incident, they had just toasted two rolls and left the kitchen to eat in another room.

The home was built by the respondents approximately 17 years ago. The home has copper electrical wiring and does not have GFI circuits in the kitchen.

Accident: The husband and wife smelled something burning and went to the kitchen to investigate. They saw smoke coming from the control panel of the toaster oven and the heating elements glowing red hot. The top of the oven face above the control panel was discolored from the heat or smoke (see photo page one). They heard no electrical or cracking sounds. The oven was unplugged. No fire occurred.

Post- Accident: No one was injured and there was no damage to the kitchen. No fuses tripped in the home's circuitry. The matter was reported to the Consumer Protection Bureau of the DATCP. Several weeks later the unit was returned to Sam's for a full refund. Store Manager Al Roberts reports that he returned the unit to the manufacturer.

Product Identification: See attached Photos on pages 1, 4 and 5 of photo section. Also see attached instruction book. The bottom photo on page 1 shows where the model numbers are stamped into the sheet metal bottom of oven. The following was copied from the bottom of the unit: "Black & Decker Model No TRO-500 TY1 Shelton, CONN. 120 Volts- 1500 Watts, 50-60 Hz- AC ONLY, Household use only, UL Toaster Listed 228 E"

The product is constructed of metal on all surfaces, except for the white color end panels(see photos on pages 2 and 3) which are made of a type of plastic. The control knobs and parts of the control panel are also plastic.

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Item 24

Operational safeguards are listed on page 2 and 3 of the operators manual. There is a signal light on the control panel to show when the unit is on.

Comments: There are two possibilities that could explain what occurred in the above overheating situation. First, the user when making toast, could have been somewhat unfamiliar with use of the identical top and bottom knobs. The top knob turns on the oven and controls its temperature, and the lower identical knob controls the cycling time of the toaster for light or dark toast. If the user put the bread in the toaster oven, closed the oven door, pushed down the toaster lever, and then turned the top knob to the right, mistakenly for dark toast (this would result in the oven control being put on- see photo on page one). While the toaster is operating, the unit would ignore that the oven control is on. The door would pop open when the toast is ready. As long as the toaster is left with the door open, the heating element is off. However, if the door is now closed with the top oven knob still to the right, then the oven will automatically start. I called the Black & Decker service repair center in Wauwatosa, WI and spoke to Jeff Johnson (414-453-4240), a technician who said her was familiar with this product. He said that the oven control knob does not shut itself off when the toaster is operated. Also, he stated that the oven will heat indefinitely and get very hot, especially with nothing in it to bake, since the unit has no fusible link to shut it off if it reaches a certain temperature. I reviewed the above scenario with him and he thought this was possible, or even likely.

Second, it is possible that the toaster switch stuck and failed to release when the oven door popped open. The users did not report that the elements stayed on when the door opened to remove the rolls.

Either of the above scenarios could be avoided through produce redesign as follows: require a heat sensitive fuse link to shut the oven off when a target temperature is reached in the control panel. The first scenario could be avoided by using a spring loaded oven switch which would turn off when ever the toaster level is moved on or off (or whenever the door opens).

Attachments:

1. Photos of the unit taken at the retailer where the unit continues to be sold.
2. A copy of the owner's "Use and Care Book"
3. Release of name form.

ST# 20022

Wis. Dept. of Agriculture,
Trade & Consumer Protection
Trade & Consumer Protection Div.
902 Ann Street
Madison, WI 53713

CONSUMER PRODUCT COMPLAINT REPORT

Mar 2

| | | | | | |
|--|--|--|--|--|--|
| 1 NAME OF COMPLAINANT SHAWN P. HAYS | | 2. TELEPHONE NO. 608-845-7949 | | 3. DATE OF INCIDENT 2/22/92 | |
| 4 STREET ADDRESS 504 S. HILLCREST DR. | | 5. CITY, STATE, ZIP CODE VERONA, WI 53593 | | | |
| 6a. DESCRIPTION OF PRODUCT(S) TOAST - R-OVEN / BROILER | | | | | |
| 7. BRAND NAME BLACK AND DECKER | | 8. MODEL/STYLE NO. TRD 500TY | | | |
| 9. SERIAL NO. | | 10. LOT/BATCH NO. | | | |
| 11 MANUFACTURER, IMPORTER OR DISTRIBUTOR NAME AND ADDRESS BLACK AND DECKER 6000 SHELTON RD SHELTON, CT 06484-4797 | | 12. DEALER NAME AND ADDRESS SAM'S CLUB 7050 WATTS RD MADISON, WI | | | |
| 13 HOW PRODUCT ACQUIRED PURCHASED NEW <input checked="" type="checkbox"/> SECOND HAND <input type="checkbox"/> OTHER <input type="checkbox"/> SPECIFY _____ | | 15. WARNING LABEL (SAFETY) 16. INSTRUCTIONS YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | | | |
| 14. SAMPLE AVAILABLE YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | | 18. PRODUCT REPAIRED BEFORE INCIDENT <input type="checkbox"/> AFTER INCIDENT <input checked="" type="checkbox"/> | | 19. AGE OF PRODUCT (ESTIMATE IF NECESSARY) YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> 1 month | |
| IF INJURY OR ILLNESS COMPLETE ITEMS 20 - 24 | | | | | |
| 20. VICTIM'S AGE | | 21. VICTIM'S SEX MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> | | 22. BODY PART(S) INVOLVED | |
| 23. TYPE OF INJURY OR ILLNESS BURN <input type="checkbox"/> FRACTURE <input type="checkbox"/> CUT <input type="checkbox"/> OTHER <input type="checkbox"/> SPECIFY _____ | | | | | |
| 24. MEDICAL TREATMENT RECEIVED PHYSICIAN'S OFFICE <input type="checkbox"/> EMERGENCY ROOM <input type="checkbox"/> OTHER HOSPITAL <input type="checkbox"/> OTHER <input type="checkbox"/> SPECIFY _____ | | | | | |
| 25. GIVE DETAILS OF COMPLAINT, INJURY, OR ILLNESS. DESCRIBE HOW INCIDENT OCCURRED. USE REVERSE SIDE IF NECESSARY. TOASTED TWO BUNS (IE, MOVED TOASTER CONTROL LEVER TO ON POSITION) WHEN TOASTING CYCLE COMPLETED, REMOVED BUNS AND LEFT KITCHEN (TOASTER CYCLE APPEARED TO BE OFF). SMELLED MELTING PLASTIC FROM ROOM DOWN HALLWAY FROM KITCHEN. INVESTIGATED AND FOUND CYCLE TO BE ON, VERY HOT AND SMOKE COMING FROM BAKE CONTROL AREA AT TOP OF OVEN. DISCONNECTED OVEN FROM WALL SOCKET | | | | | |
| FOR COMMISSION USE ONLY | | | | | |
| 26. RECEIVING OFFICE | | 27. DATE RECEIVED | | 28. RECEIVED BY | |
| 29. SOURCE OF REPORT LETTER <input type="checkbox"/> PHONE <input type="checkbox"/> VISIT <input type="checkbox"/> OTHER <input type="checkbox"/> SPECIFY _____ | | 30. DOCUMENT NO. | | | |
| 31 FOLLOW-UP ACTION | | 32. PRODUCT CODE(S) | | | |
| 33. DISTRIBUTION | | 34. ENDORSER'S NAME AND TITLE | | | |

U.S. CONSUMER PRODUCT SAFETY COMMISSION

MAY - 5 1992

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.


Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☒

You are hereby authorized to disclose my name and address with the information collected on this case.

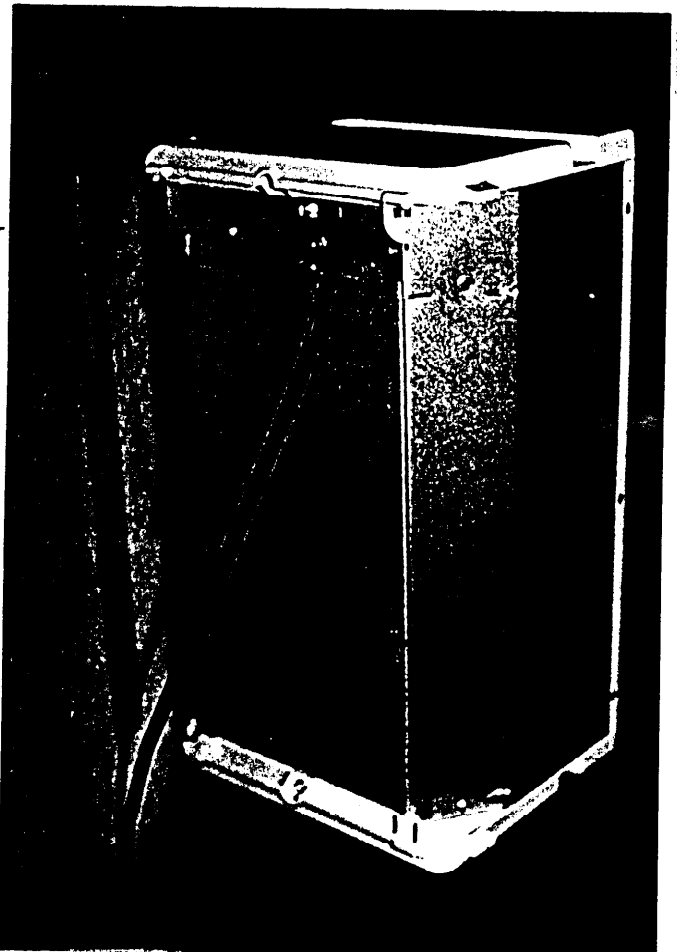
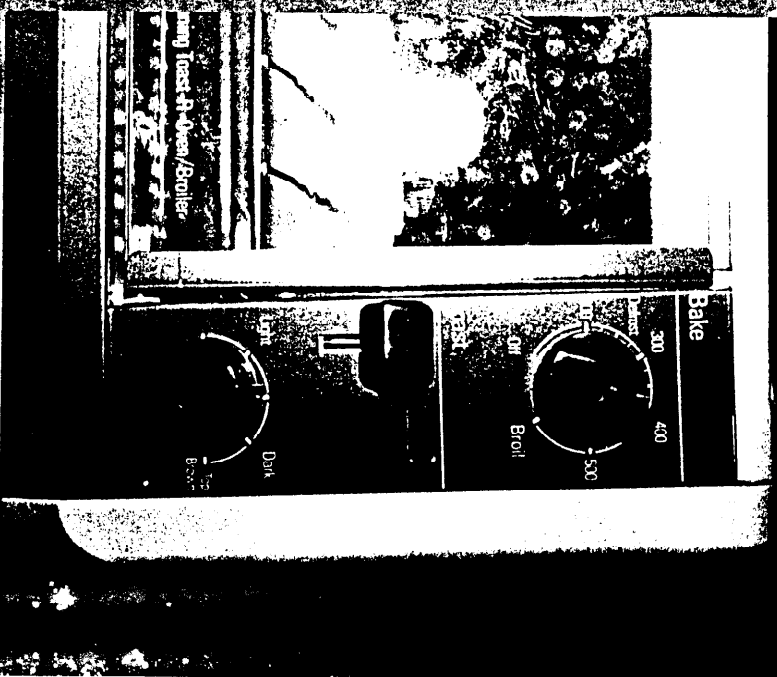
☐

My identity is to remain confidential.


(Signature)

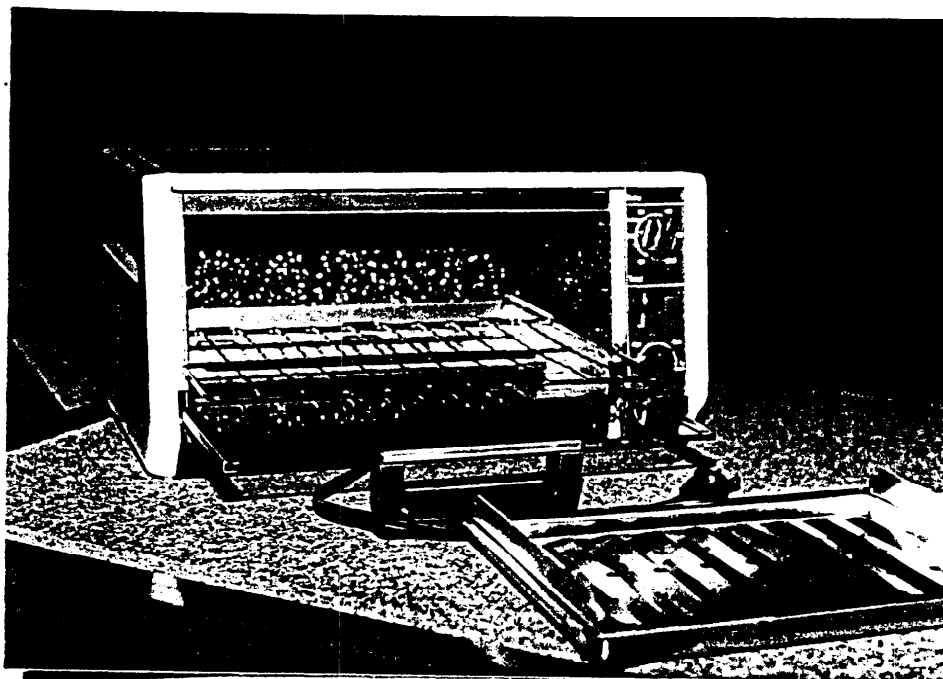

(Date)

Close-up of
Control Panel

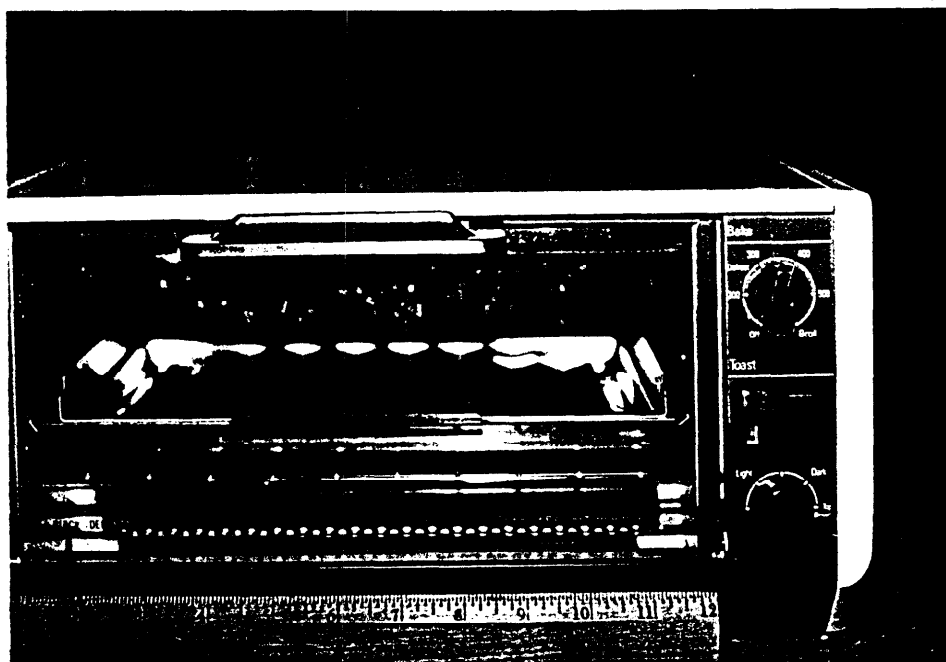


On back bottom
edge in area
of black hole is
stamped in steel
metal.
Black & Decker Model
No. TR0-500 T1
Shelton, Conn.

120 Volts - 1500 Watts, 50-60 Hz - AC Only
Household Use Only (UL) Toaster Listed 228 E



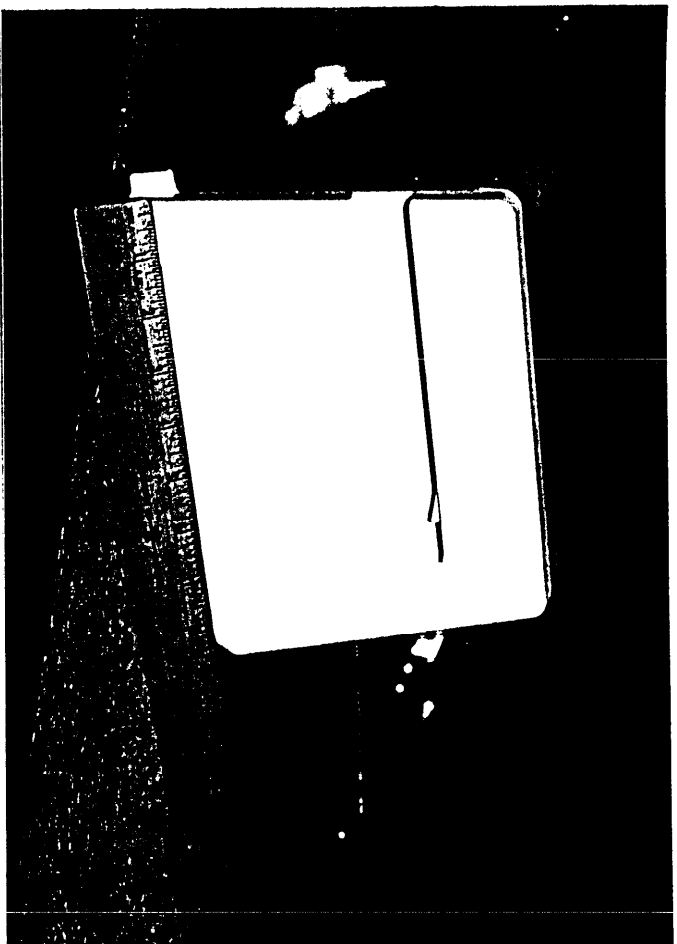
Front
views of
Black & Decker
Toast-Oven
TRO 500



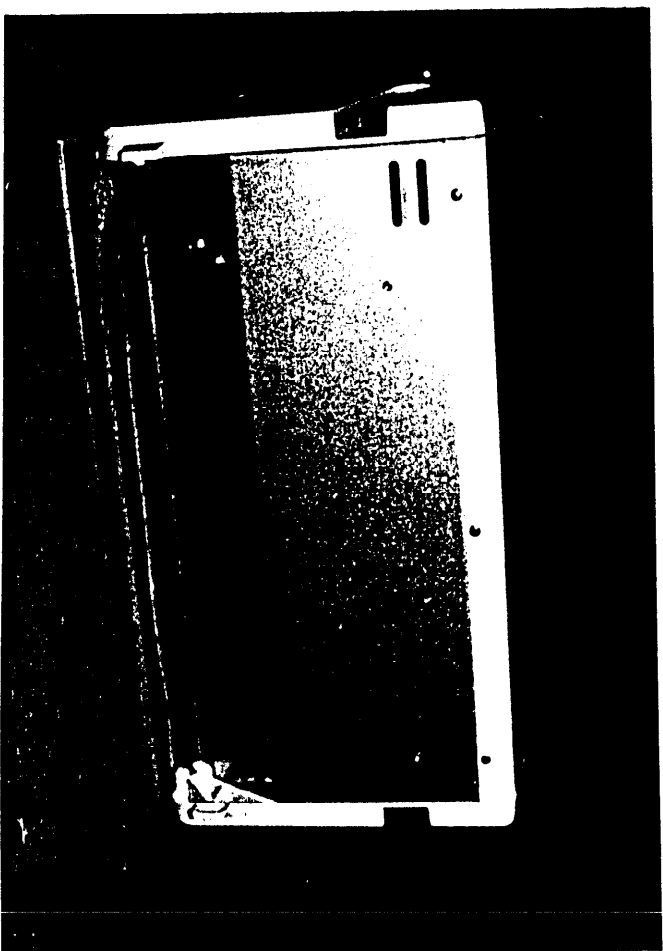
width of
glass door
 $11\frac{1}{2}" \times 5\frac{1}{2}"$



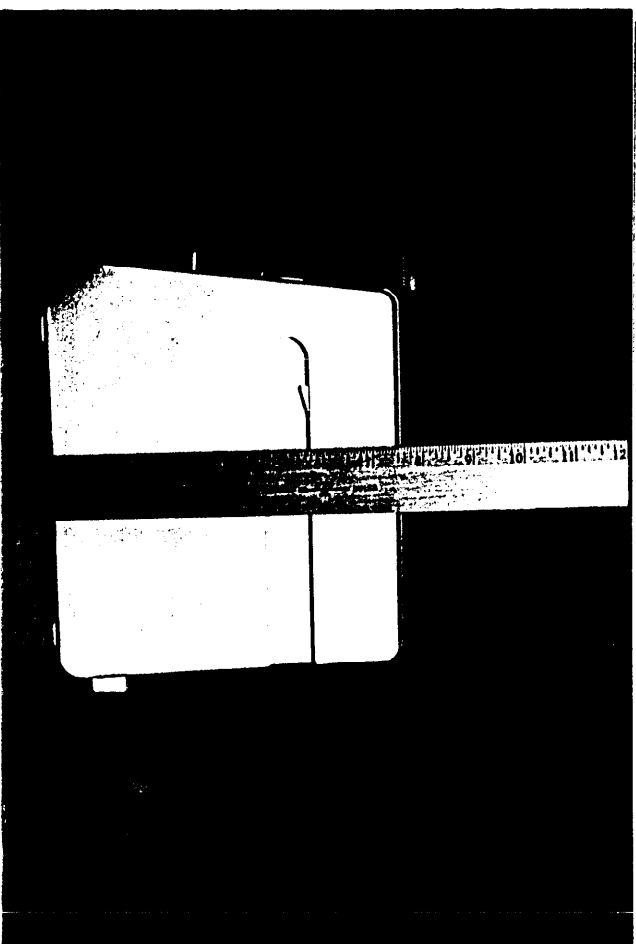
width of
face is $14\frac{1}{2}"$
by $7\frac{1}{2}"$ height



Left view
Sides are
white plastic
underlined.
all other
surfaces are
metal.



back
view



right side
view

Back of Box

TOAST-R-OVEN™ Broiler



Our Heat Guard Mounting Hood lets you save space by mounting the TROSC under your cabinet (sold separately).

Top Browns

Perfect Complement to a Microwave Oven

Heats Quickly—Ideal for Meats and Snacks



Side of Box



BLACK & DECKER®

Broils / Bakes / Toasts / Defrosts

Toast-R-Oven™ Broiler

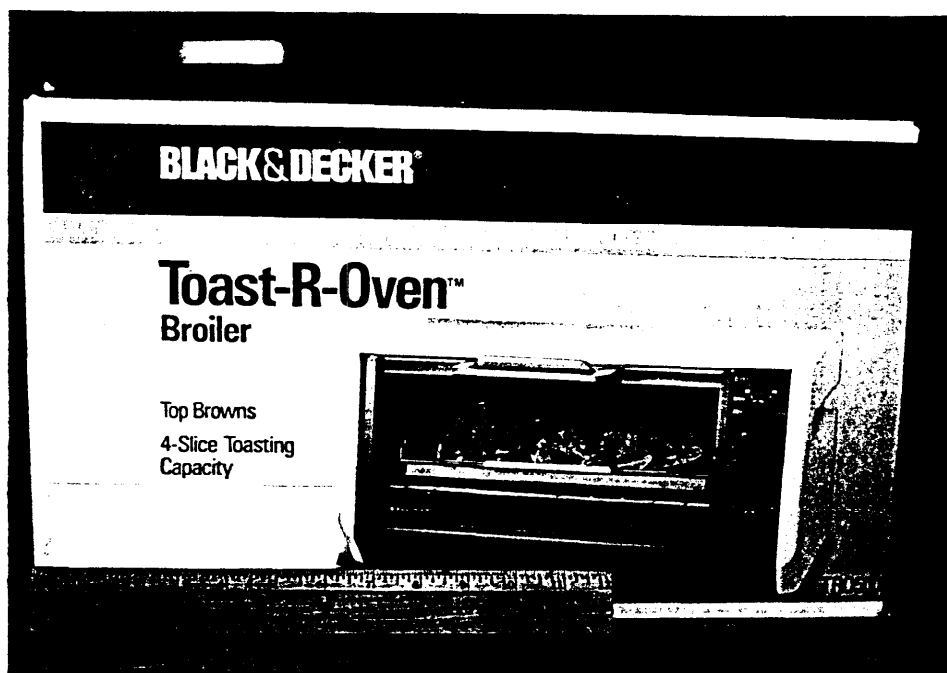
You'll love its many different uses anytime of the day!

- BAKES** Cupcakes, Muffins, Frozen Snacks, Potatoes, Appetizers
- BROILS** Hamburgers, Chicken, Chops, Steaks, Fish
- BROWNS** Meats, Chicken, Rolls, Casseroles
- TOP BROWNS** Mashed Cheese Sandwiches, English Muffins
- TOASTS** 4 Slices of Bread, Bagels, Breakfast Tarts, Muffins
- REHEATS / KEEPS WARM** Vegetables, Rolls, Sandwiches, Meat Dishes, Casseroles, Soups



(R150)

front of Box



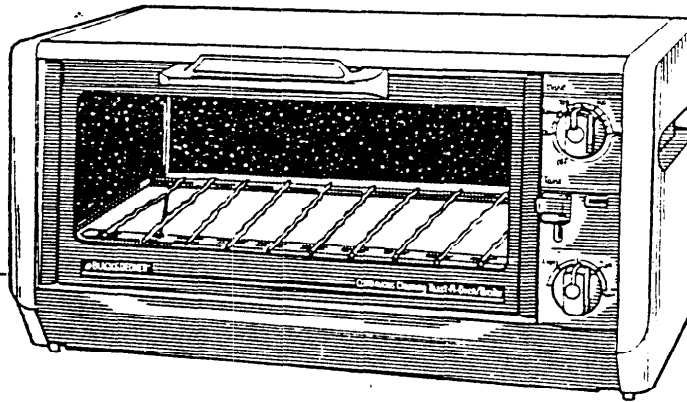
Bottom of Box





BLACK & DECKER®

Toast-R-Oven™ Broilers



Model TRO510

Models TRO51/TRO68/TRO400-TRO600

1500 Watts, 120 Volts, 50/60 Hz. AC Only

FOR HOUSEHOLD USE ONLY

Listed by Underwriters Laboratories Inc.

SAVE THIS USE & CARE BOOK